

ACTIVE CASES
Analysis June 2004 QA Results for Food Stamps

Sample Size: 83
(drops excluded)

Totals for June 2004:

| LOCATION | TOTAL SAMPLE ISSUANCE | # of ERROR CASES | ERROR DOLLAR TOTAL | PERCENT DOLLARS IN ERROR | FFY 2004 ERROR RATE |
|-----------------|--------------------------------------|---------------------------------|-----------------------------------|---|------------------------------------|
| STATEWIDE | 17,031.00 | 11 | 950 | 5.6% | 6.9% |
| MILWAUKEE | 6,815.00 | 6 | 515 | 7.6% | 9.9% |
| BAL- STATE | 10,216.00 | 5 | 435 | 4.26% | 4.6% |

ERROR CAUSES BY TYPE:

- **8-** Agency Preventable Errors
- **1-**“Agency Error”
- **2-** Client Errors
- **0-** State Error
- **0** –CARES error
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OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 8 APES, 4 were in Milwaukee, and 4 were in the balance of state.
The 1 “Agency” error (no penalty) was in Kenosha County.

TYPES OF APE ERRORS (8):

Regular Earned Income (4) :

- Agency failed to use new pay rate as shown on pay stubs presented (3 cases).
- Agency lost fine, QC couldn’t justify or replicate agency’s budget calculation; employer provided very different info to QC.

Sanctioned individual (1):

- Agency issued FS to a sanctioned individual; happened when auxiliary manually calculated .

SS & SSI Budgeting (2):

- Agency ended State SSI prematurely (acting on alert)
- Agency coded SSI incorrectly as Social Security; consequently this caused the income to be doubled when the auto-update of SSI occurred (agency also got an alert that there was a SS discrepancy but didn’t act on it). Also agency coded state SSI as Federal SSI.

Utilities (1):

- Agency did not request verification of utility expense. Client was given the heating standard, whereas the heat was included in the rent.

TYPES OF CLIENT ERRORS (2):

- **Earned Income (2):** Client reported erroneous income on wages, and in one case provided a letter from the employer that was inaccurate.

“AGENCY ERROR” (1): See below under “biggest error contributors.

WHEN WERE THE APES MADE?

Of 8 APES, 1 was made at application, 5 were made at review, and 2 were made at reported change. The one made at application continued to be wrong for two years, despite alerts and re-certification interviews.

TRENDS OR RECOMMENDATIONS:

- Location: 4 of the 8 APES were from Milwaukee, and the other four were from Jefferson, Oconto, Walworth and Wood Counties.
- Six of the eleven total error cases were in Milwaukee County; that is 55% of the total error, though Milwaukee had only 40% of the cases sampled.
- 54% of the June error dollars were from Milwaukee County, although they only had 40% of the dollar issuance in the sample. Conclusion is that it is still advisable to center efforts at improvement in Milwaukee.
- Most of the APES and both of the client errors involved employment. Our emphasis has to be on wages. We're still uncertain the effect of the SMRF on wage error.

“BIGGEST CONTRIBUTORS”: The cases that caused the largest dollar errors for June 2004 (including client errors):

- **Kenosha County, \$218.00 “Agency Error” :**

Client reported she was going on work leave due to an ankle injury. She provided an employer statement granting her medical leave for a definite time period (5/24-6/7). Agency budgeted zero income prospectively. Agency should have requested verification of any sick leave or disability pay, and when QC did it learned there was no actual loss of work hours or pay. The question was asked, did that have to be verified, or just the reported change, under reduced reporting? The fact that the customer provided the verification a second time to the agency later, when she was aware she was not intending to take any time off, caused QC to conclude there was an error. The error was caused first by the customer in not reporting she was in fact not going on leave, and by the agency in not budgeting prospectively for June and July. Her leave period was to be May 24 to June 7. If she worked through 5/23, she would possibly have some wages paid into June. If she returned 6/8/04, she very likely would have wages paid in June and July. The total error for that element was \$377.00, but the full effect was ameliorated by some other errors found by QC in other wages and CS payment budgeting, that reduced the total error to \$218.

- **Milwaukee County \$149 Client Error:**

Client provided an employer letter stating she worked 40 hours a week at \$9.00/ hour. The letter was incomplete, since the customer has routinely worked overtime since her first paycheck on the job

- **Milwaukee County \$142 Agency Preventable Error** Agency coded SSI incorrectly as Social Security; consequently this caused the income to be doubled when the auto-update of SSI occurred (agency also got an alert that there was a SS discrepancy but didn't act on it). Also agency coded state SSI as Federal SSI.